



"Proudly Serving Military Families"

NATIONAL FORWARDING CO., INC.

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DATE: March 9, 2010
TO: Military Agents of National Forwarding Co. and Affiliates
FROM: Kevin Spealman, Vice President, Claims and Customer Service
SUBJECT: **Picking Up a Shipment from NTS**

When a military shipment is picked up from NTS (Non-Temporary Storage), it is crucial to take a proper "rider" or "exception sheet." The following issues can occasionally arise, so please make sure all drivers are notified of the following:

- The proper procedure is to take a rider, using the existing inventory – the only time a "re-inventory" would be valid is if it cross-references the original numbers. Even then, it's not a good idea. Call our Claims Department before picking up any shipment, if you do not feel it is possible for whatever reason (no original inventory, etc.) to take a rider. Call 800-325-6889, and ask for Kevin or Pam. We can make sure that a document is worded carefully, so that it protects us against claims. For example, we may instruct you to list what you did receive, using the tag #'s on the items, and then put a statement on the rider indicating that these were the only items received.
- Never accept a shipment with a substantial amount of water damage, mold or mildew. To determine how much is "substantial," check if there is a general smell of mildew, look for mold growth on items, and see if it's localized to one item or has spread to others. If in doubt, call before you accept it, because even if your rider covers the damage, the expenses associated with "damage mitigation" often exceed the claim, and the mold could pose a health hazard, especially to certain individuals.
- Do not accept any pre-wrapped furniture without un-wrapping it and taking exceptions. This goes for shrink/stretch wrap, paper padded furniture, or any other wrapping. If it's not a carrier packed carton, it must be carefully viewed and exceptions taken.
- If there is a carton that is severely crushed or rattles, simply open up the box, see what is broken, and write what the actual damaged item is on the rider (rather than simply writing "crushed carton", etc.)

Thank you for your assistance with this. It is a well established, legal principle that when a shipment passes through the hands of several handlers, the last handler is liable. While there are often internal industry exceptions, like charging the packer for pack damage, these do NOT apply when picking up a shipment from a foreign (NTS) warehouse. Please follow these principles even if the NTS facility is also the origin agent, as their role as NTS facility would not be under our Bill of Lading. Thank you, and please contact Kevin Spealman with any questions at 800-325-6889.